

Agenda

Department of Information Services Customer Advisory Board/Focus Group

November 23, 1998

1:30 PM

DIS Boardroom

The Forum Building

Olympia, Washington

Agenda topics

Welcome and Introductions Thomas Bynum, Chair

Year 2000 Project Update John Saunders, DIS

ACCESS Washington demonstration Gene Martel, DIS

Gartner Group report Paul Taylor, DIS

Portfolio Management Update Darrel Riffe, DIS

Capability Maturity Model (CMM) Overview Don Price, DOC

REMEDY (Problem Tracking System) Kathy Bradley, DSHS

CAB Sub-Committee Reports Sub-Committee Chairs

New Business

◆ Phone Survey Thomas Bynum, Chair

◆ December Meeting

◆ 1999 Meeting Schedule

1/25, 2/22, 3/22, 4/26, 5/24, 6/28,

7/26, 8/23, 9/27, 10/25, 11/22, 12/27